

Patterson,Robert (HHSC)

From: Panjwani,Sonya (HHSC)
Sent: Tuesday, January 10, 2017 2:35 PM
To: Aida Sus
Cc: Boehm,Sherlena (HHSC)
Subject: RE: HTW billing

Good afternoon Aida,

I hope you are doing well. I wanted to let you know that we are still looking into the denials, but currently, TMHP has recommended that you use the 2017 form to submit your claims until we can determine the reason for your denials. There is an issue with the way the provider has been enrolled, but we are trying to determine exactly what the problem is. I'm sorry I couldn't provide you with more information, but as soon as I hear something back, I will let you know.

Thank you for your patience,

Sonya Panjwani
Program Coordinator - Healthy Texas Women
Women's Health and Education Services | Health and Human Services
1100 West 49th Street, Moreton Bldg.
Austin, TX 78756
(512) 776-2343
sonya.panjwani@hhsc.state.tx.us

From: Aida Sus [mailto:twhcaida@gmail.com]
Sent: Wednesday, January 04, 2017 11:16 AM
To: Panjwani,Sonya (HHSC) <Sonya.Panjwani@hhsc.state.tx.us>
Cc: Boehm,Sherlena (HHSC) <Sherlena.Boehm@hhsc.state.tx.us>
Subject: Re: HTW billing

Good Morning,
I wanted to follow up on this email to see if you had any answers on why we were being denied...

Please advise...

Thanks Aida

On Tue, Dec 6, 2016 at 1:26 PM, Panjwani,Sonya (HHSC) <Sonya.Panjwani@hhsc.state.tx.us> wrote:

Good afternoon Aida,

I'm sorry you all have been receiving denials for your HTW claims. We are currently looking into the issue and will let you know when we determine what is causing the denials.

Thank you for your patience,

Sonya Panjwani

Program Coordinator - Healthy Texas Women

Women's Health and Education Services | Health and Human Services

1100 West 49th Street, Moreton Bldg.

Austin, TX 78756

[\(512\) 776-2343](tel:(512)776-2343)

sonya.panjwani@hhsc.state.tx.us

From: Waeltermann,Suzanne (HHSC)

Sent: Tuesday, December 06, 2016 12:39 PM

To: Relph,Kim H (HHSC) <Kim.Relph@hhsc.state.tx.us>; Aida Sus <twhcaida@gmail.com>

Cc: Sherry Tenison <[REDACTED]>; Boehm,Sherlena (HHSC) <Sherlena.Boehm@hhsc.state.tx.us>; Panjwani,Sonya (HHSC) <Sonya.Panjwani@hhsc.state.tx.us>

Subject: RE: HTW billing

Good afternoon,

Sherlena Boehm and Sonya Panjwani are the HHSC HTW contacts and I have included them on this email.

Thanks,

Suzanne Waeltermann

Program Specialist, HHSC Family Planning

Suzanne.Waeltermann@HHSC.State.Tx.Us

From: Relph,Kim H (HHSC)

Sent: Tuesday, December 06, 2016 11:22 AM

To: Aida Sus <twhcaida@gmail.com>; Waeltermann,Suzanne (HHSC) <Suzanne.Waeltermann@hhsc.state.tx.us>

Cc: Sherry Tenison <[REDACTED]>; Laosebikan,Camille (HHSC) <Camille.Laosebikan@hhsc.state.tx.us>

Subject: RE: HTW billing

Suzanne, I know you don't have much to do with HTW claims, but thought maybe you could shed some light here. Thank you.

Kim Relph, Contract Specialist

Health & Human Services, Austin TX
Medical & Social Services Division

Women's Health & Education Services

Contract Support, Mail Code 1326
phone: [512-776-6443](tel:512-776-6443)

From: Aida Sus [<mailto:twhcaida@gmail.com>]
Sent: Tuesday, December 06, 2016 11:15 AM
To: Laosebikan,Camille (HHSC) <Camille.Laosebikan@hhsc.state.tx.us>; Relph,Kim H (HHSC) <Kim.Relph@hhsc.state.tx.us>
Cc: Sherry Tenison <[s\[REDACTED\]@hhsc.state.tx.us](mailto:s[REDACTED]@hhsc.state.tx.us)>
Subject: HTW billing

Good Morning,

Ms Tenison wanted me to let you know that, we are having problems billing HTW.

We have not changed billers or billing company's. We use NueMD billing system. We started getting denials stating that we were using the wrong form our system uses the CMS1500 they are asking that we use the 2017 form.

The only time we use the 2017 form is to bill FP though TMHP and have had no problems.

I have been working with people at TMHP and the Heidi group. But no one has a solution. In speaking to the Heidi group yesterday Carol stated that we are not the only ones in her group who are having problems.

So Ms Tenison is concerned that some how her TPI has been mixed up. I hope that we can get this cleared up soon.

Some of the denials say we are missing Clia and Lab info, I have verified with TMHP that everything is current and on file.

Any help or guidance is greatly appreciated.

Please let us know what we need to do.

Here are some examples,

10-28	100 020 030 201630685958948
10-17	100020030201630084507668
10-26	100020030201630285208530
11-10	100020030201632692519227
11-21	100020030201632893194152
11-16	100020030201632692518333

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Thanks Aida

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Thanks Aida

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